Break Free with Mobile Broadband

Installation Guide

iPass Mobile Broadband Service – United States
Sierra Wireless USB 598

iPass

TABLE OF CONTENTS

PREPARATION 2

- Installation requirements

INSTALLATION 3

- Pre-installation
- Installing a microSD card
- Installing the USB 598 USB adapter and Watcher software

USING iPASSCONNECT 5

- Connecting to Mobile Broadband networks

TROUBLESHOOTING 7

- Configuring your iPass Mobile Broadband USB adapter to work with iPassConnect™
- Verifying that your iPass Mobile Broadband USB adapter can connect to the network
- What to do if iPassConnect does not recognize your iPass Mobile Broadband USB adapter

CARE AND MAINTENANCE 11

- Removing your iPass Mobile Broadband USB adapter from your computer
- Using and storing your iPass Mobile Broadband USB adapter

TECHNICAL SPECIFICATION 12

Preparation

Welcome to your iPass Mobile Broadband Service. Through the iPassConnect Mobility Manager, the iPass Mobile Broadband USB 598 adapter provides you with reliable, high-speed wireless connectivity on the move.

This guide provides all the information you will need to successfully install your iPass Mobile Broadband USB adapter and use it with iPassConnect.

Note: This device is designed to auto-install on your system, with no CD required.

INSTALLATION REQUIREMENTS

- iPassConnect software version 3.5x or later
- Windows® 2000, Windows XP (Home or Professional), or Windows Vista
- Microsoft Internet Explorer 7.0 or higher
- Hard Drive Space: 32 MB
- RAM: 32 MB
- USB Port
- Pentium Processor: 150+MHz

Installation

The Sierra Wireless USB 598 Mobile Broadband USB adapter is designed to auto-install, without requiring a CD-ROM for installation. To install your USB adapter, simply insert the device into an open USB port on your computer. Windows will detect new hardware, and the device drivers and Watcher® software will install automatically.

PRE-INSTALLATION

Before starting the installation, please ensure that:

- You save any open documents or work, and close any unnecessary programs
- iPassConnect is not running (if it is running, right-click the **iPassConnect** system tray icon and select **Disconnect & Exit** or **Exit**)

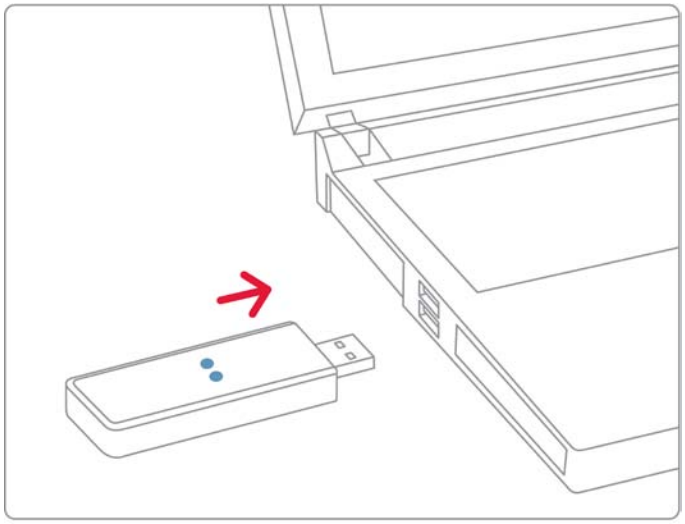
INSTALLING A microSD CARD

The Sierra Wireless USB 598 modem is built to accommodate a microSD™ external storage card. To use the microSD feature, gently flip open the tab (labeled “microSD”) on the side of the modem (1), as shown in the photo below. Gently insert the microSD card, (label facing up—see the photo below), into the slot on the side of the modem (2) until the microSD card clicks into place. Once inserted, connect your modem to the USB port of your computer. The microSD external storage will appear as a USB memory drive, and can be used as any other USB external storage.

INSTALLING THE USB 598 USB ADAPTER AND Watcher SOFTWARE

1. Ensure that iPassConnect is fully closed, (including the system tray icon), and close all Windows programs. Insert the Sierra Wireless USB 598 modem into a USB port on your computer. The Setup wizard launches automatically and a Welcome window is displayed.

Note: If you’re running Windows Vista, you may be prompted as to whether or not to allow the Autorun on the device to run. Please allow the installation to run.



Insert the USB 598 adapter, and the Watcher software installation starts.

Warning: The installation process should happen automatically, with a minimum of user interaction. If you receive any warnings or requests to launch Setup.exe, please allow the Setup.exe to execute. Prior to device insertion, please save any open documents and close all programs.

2. Upon device insertion, Windows will display a message in the system tray, showing that it has detected new hardware. The auto-install feature of the device should handle the device driver installation automatically.
3. After Windows has detected the device and installed the drivers required, it will launch Setup.exe from a virtual drive within the device automatically. (If you receive a security warning, asking if you wish to allow the Setup.exe program to execute, please allow this).

4. A new window will appear (TRU-Install), as shown below; click **OK** to begin the installation of the Watcher program.

5. On the Sierra Wireless Watcher InstallShield screen, select **Install** to begin.
6. You must accept the terms and conditions of the software license agreement (while it is possible to adjust the installation folder, it is highly recommended that you leave it set to the default), and then click **Next** to continue.
7. The software and device drivers will be installed, and once complete, click the **Finish** button to exit the installation.
8. Once the TRU-Install screen disappears, you may be prompted to restart your computer. If prompted to do so, restart your computer.

You are now ready to use the iPassConnect Mobility Manager to connect to Mobile Broadband networks.

Note: Before launching iPassConnect, to verify that your iPassConnect Mobility Manager is able to detect and use the USB adapter, you must close the Watcher program completely, as iPassConnect and Watcher use the same drivers to manage the adapter, and the adapter will not function correctly if both programs are running.

Using iPassConnect

iPass gives you one simple global service for secure remote and mobile connectivity in over 160 countries around the world.

So whether you're connecting via your iPass Mobile Broadband card in the UK, from your local café via Wi-Fi, or from a hotel on the other side of the world, iPass makes it easy for you to get online from virtually anywhere.

CONNECT WITH iPASS AT MORE THAN 100,000 WI-FI HOTSPOT LOCATIONS WORLDWIDE!

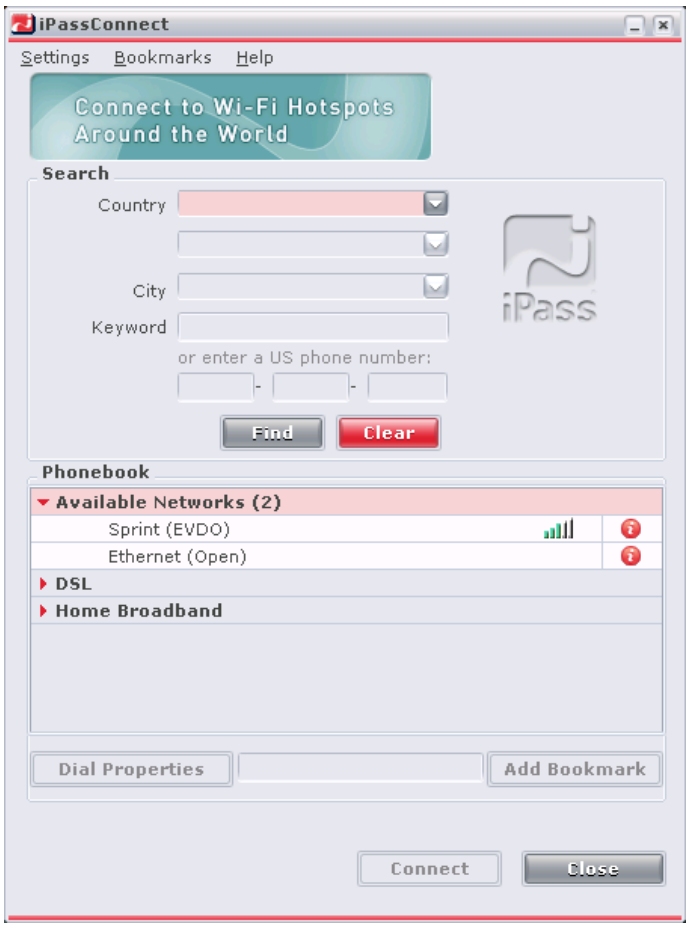
As well as providing you with Mobile Broadband connectivity in the United Kingdom, iPass offers seamless Wi-Fi connectivity at more than 100,000 wireless broadband locations around the world, including more than 440 airports and 23,000 hotels and conference facilities.

For details about how and where to connect via Wi-Fi, visit our online end-user resource centre at **http://connect.ipass.com**.

And to find your closest hotspot, try using our Online Hotspot Finder at **www.ipass.com/hotspot**.

CONNECTING TO MOBILE BROADBAND NETWORKS

iPassConnect automatically detects the Mobile Broadband network available to you, and displays it under **Available Networks** (as shown).



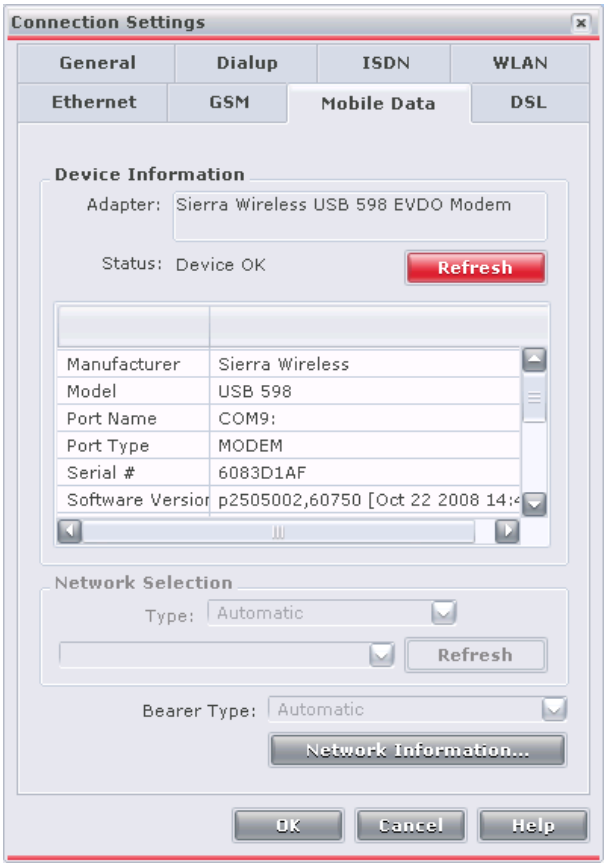
1. **To connect, click on the network listing.**
2. **Click Connect and you will be connected.**

Note: If you insert your iPass Mobile Broadband USB adapter after iPassConnect has been launched, it may take up to 20 seconds to recognize the device. If the device is not detected, you can take either of the following actions to force iPassConnect to search for your iPass Mobile Broadband USB adapter:

1. Exit and restart iPassConnect.

or

1. Go to **Settings**, select **Connection Settings**, then select the **Mobile Data** tab, and click the **Refresh** button.



Troubleshooting

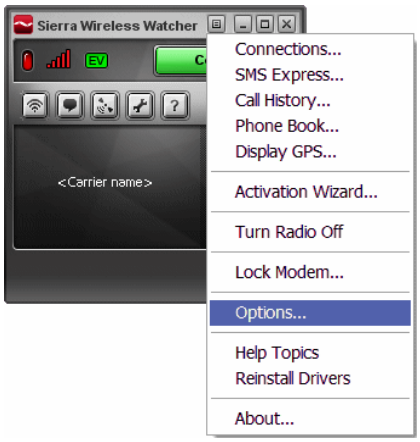
If you experience any problems during the installation process, these useful tips may help. If you require any further assistance, please contact your IT Help Desk or iPass Service Provider.

CONFIGURING YOUR iPASS MOBILE BROADBAND USB ADAPTER TO WORK WITH iPASSCONNECT

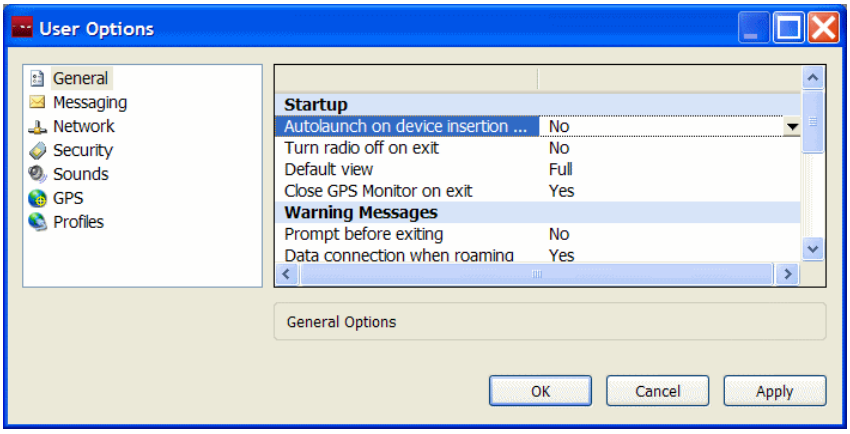
Your USB 598 modem comes preconfigured by the manufacturer, (Sierra Wireless), to automatically work with the iPassConnect Mobility Manager. However, if these settings have been changed at any time, follow these directions to correct any issues.

1. Ensure that the iPassConnect Mobility Manager is fully closed, including the system tray icon (if it is running, right-click the **iPassConnect** system tray icon and select **Disconnect & Exit** or **Exit**).
2. Insert your iPass Mobile Broadband USB 598 adapter into your computer. Windows will discover the new hardware automatically if the drivers are not properly installed.
3. Double-click the **Watcher** icon on the desktop to launch Watcher.

4. In Watcher, click the Menu button , and select **Options** (as shown below).



5. In the **Options** screen, under the **Startup** section, ensure that the **Autolaunch on device insertion** is set to **No** (as shown below).



6. Also under the **Startup** section, ensure that the **Turn radio off on exit** is set to **No**.
7. Click **Apply**.
8. Click **OK**.

VERIFYING THAT YOUR iPASS MOBILE BROADBAND USB ADAPTER CAN CONNECT TO THE NETWORK

You can confirm that your iPass Mobile Broadband USB adapter is able to connect to the network by following the steps below:

1. Insert the USB adapter into your computer.
2. Close iPassConnect, including the system tray icon (if the system tray icon is present, right-click and select **Disconnect and Exit**, or if not currently connected, click **Exit**).
3. Double-click the **Watcher** icon on your desktop.
   Watcher will detect the available network. (If you do not detect any network signal, please relocate until you locate sufficient signal to connect).

4. Click **Connect**. Watcher should connect to the network.

5. Click **Disconnect** to disconnect from the network.
6. Exit Watcher by closing the window.

WHAT TO DO IF iPASSCONNECT DOES NOT RECOGNIZE YOUR iPASS MOBILE BROADBAND USB ADAPTER

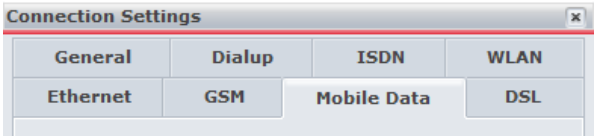
Tip 1: Ensure that the Watcher program is not running.

iPassConnect and Watcher use the same system resources to access your iPass Mobile Broadband USB adapter. As a result, Watcher must be closed in order for iPassConnect to recognize the device.

1. If Watcher is running, close it.
2. Ensure that Watcher is not running in the System Tray. If it is, right-click the System Tray icon and choose **Exit**.
3. Ensure that the **Autolaunch on device insertion** option is set to **No** (for more information, see “Configuring your iPass Mobile Broadband USB adapter to work with iPassConnect” on page 7).

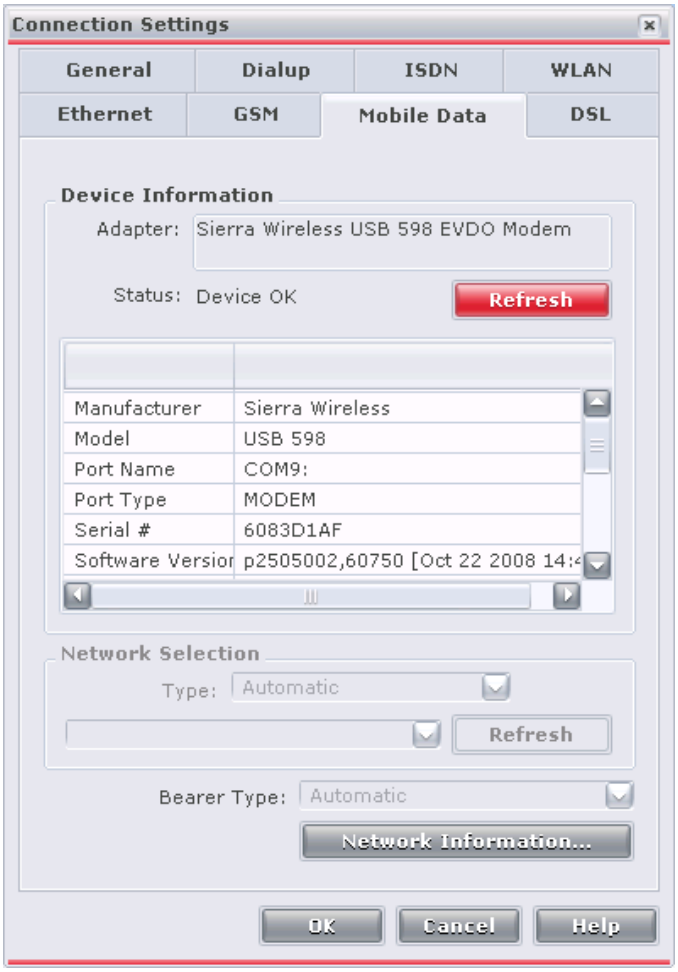
Tip 2: Ensure that iPassConnect has been enabled to recognize Mobile Broadband devices

1. Ensure that the Watcher program is not running (actively, or in the system tray).
2. Launch iPassConnect.
3. Go to **Settings**, then **Update iPassConnect**, then select **Phonebook** (allow the Phonebook update to complete).
4. Go to **Settings**, then **Connection Settings** and confirm that there is a tab labelled **Mobile Data** (as shown below).



- If the Mobile Data tab is not available, contact your IT Help Desk or iPass Service Provider.
- If the Mobile Data tab is available, your iPassConnect software is appropriately enabled.

5. In the **Mobile Data** tab, click **Refresh**. This should populate the information in the screen as shown:



If the information is not populated, or if it reports errors in the fields, your device may not be installed correctly. You may have to reinstall the USB adapter:

- Go to **Start**, select **Control Panel**, then use the **Add or Remove Programs** function to remove the program 'Sierra Wireless Watcher'.
- Reinstall your iPass Mobile Broadband USB adapter following the directions in this guide.

Note: If you insert your iPass Mobile Broadband USB adapter after iPassConnect has been launched, it may take up to 20 seconds to recognize the device. If the device is not detected, you can take either of the following actions to force iPassConnect to search for your iPass Mobile Broadband USB adapter:

1. Exit and restart iPassConnect.

or

1. Go to **Settings**, then **Connection Settings**, select the **Mobile Data** tab, and click the **Refresh** button.

Tip 3: Ensure that Watcher can recognize your iPass Mobile Broadband USB adapter

1. If iPassConnect is running, close it. Also, ensure it is not running in the System Tray. If it is, click the System Tray icon and choose **Disconnect & Exit** or **Exit**.
2. Launch Watcher and check the status message and icons:
   - *No Device Detected*; : Your iPass Mobile Broadband USB adapter is not being recognized by Watcher. First, ensure that your device is inserted and the power LED is amber (blinking) or red. If not, eject the device, wait 30 seconds, and then reinsert. If the device still is not recognized, un-install Watcher and attempt to re-install your USB adapter following the process above.
   - , : If the USB adapter is recognized by Watcher and a signal is available, you will see these icons in the upper-left part of the Watcher window. The Connect button will be displayed (if the Connect button is greyed out, then Watcher is not ready to connect yet).
   - , : The USB adapter is recognized by Watcher, but a signal is not available. Try changing location until a signal is available. You may also connect your adapter using the included USB extension cable, and clip the device to your laptop monitor using the included clip, to try to better detect signal.

Care and Maintenance

REMOVING YOUR iPASS MOBILE BROADBAND USB ADAPTER FROM YOUR COMPUTER

Warning: Always use the procedure described here to remove your iPass Mobile Broadband USB adapter from your computer. Removing the device improperly may cause serious damage to the device or the integrity of the software on your computer.

To remove your iPass Mobile Broadband USB adapter

1. Exit iPassConnect (to exit, right-click the **iPassConnect** system tray icon and choose **Disconnect & Exit** or **Exit**).
2. In the System Tray, double-click the **Safely Remove Hardware** icon (on Windows XP or Windows 2000; on Windows Vista).
3. On the Safely Remove Hardware dialog, select **USB Mass Storage Device** and click **Stop**.
4. On the Stop a Hardware Device dialog, click **OK**.
5. If you're running Windows 2000, select **Sierra Wireless USB 598 EVDO Network Adapter** and click **Stop**. On the Stop a Hardware Device dialog, click **OK**.
6. When the Safe to Remove Hardware dialog is displayed, you may remove your iPass Mobile Broadband USB adapter from your computer. Grip the device by both sides firmly when removing it from the USB port.

USING AND STORING YOUR iPASS MOBILE BROADBAND USB ADAPTER

As with any electronic device, your iPass Mobile Broadband USB adapter must be handled with care to ensure reliable operation. Follow these guidelines while using and storing the iPass Mobile Broadband USB adapter:

- The USB adapter should fit easily into your USB port. Forcing the device into a port may damage the device or the computer.
- Do not apply adhesive labels to the portion of the device that fits into the computer. They can cause the USB adapter to become jammed inside the USB port.
- Protect the device from liquids, dust and excessive heat.
- When not inserted in your computer, store your iPass Mobile Broadband USB adapter in a safe place.

Technical Specification

The Sierra Wireless USB 598 Mobile Broadband USB Adapter

KEY FEATURES:

- CDMA 1xEV-DO (Revision A), 1xEV-DO (Release 0), 1xRTT, IS-95
- QSC™ 6085 chipset
- Cellular (800 MHz) and PCS (1900 MHz) bands
- Receive diversity (both 800 MHz and 1900 MHz bands)
- Durable high performance antenna design
- 2-in-1 Device – Up to 4 GB of storage on microSD card, inserted into microSD slot on device
- TRU-Install Auto-install feature for ease of use

HIGH-PERFORMANCE ANTENNA DESIGN

Sierra Wireless has developed a new patent pending design for your device antenna. With the new highly-efficient and receptive antenna, your iPass Mobile Broadband USB adapter provides fast, reliable connections with improved speeds and extended coverage through better network signal acquisition in fringe areas, without an external antenna that can be broken during use.

TECHNOLOGY:

CDMA 1xEV-DO (Revision A), 1xEV-DO (Release 0), 1xRTT, IS-95

QSC™ 6085 chipset

Cellular (800 MHz) and PCS (1900 MHz) bands

Receive diversity (both 800 MHz and 1900 MHz bands)

MEMORY:

Removable Memory Storage via microSD (SDHC Support)

OPERATING SYSTEM SUPPORT:

Windows Vista

Windows XP

Windows 2000

ENVIRONMENTAL:

Operating Temperature: -20° to 55° Celsius

Storage Temperature: -40° to 85° Celsius

POWER CONSUMPTION:

Voltage: 5 V

SYSTEM REQUIREMENTS:

1 Type A USB Port

System: Pentium 150 Mhz or higher

Memory: 32 MB

Disk Space: 32 MB

Internet Explorer 7.0 or higher

iPassConnect software version 3.5x or later

DIMENSIONS:

74mm (L) x 24mm (W) x 12mm (H)

Weight: with cap: 25 grams; without cap: 22.6 grams

Volume: with cap: 19.8 cc; without cap: 15.5 cc

VISUAL INDICATOR (LED):

3-Color Service State LED (Power LED and Status LED – Blue, Amber, Off)

INCLUDED ACCESSORIES

Notebook monitor clip and USB cable

Carrying pouch

Lanyard

OPTIONAL ACCESSORIES (Available via 3rd party vendor; not sold by iPass)

microSD card (up to 4 GB)

External antenna option

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